

## Cape Cod Healthcare, Inc. - FY2014

### Community Benefits Mission Statement

Cape Cod Healthcare, Inc., through its Community Benefits initiative, is committed to enhancing the quality of and access to comprehensive health care services for all the residents of Cape Cod. Through continuous assessment of community needs, coordinated planning and the allocation of resources, this commitment includes a special focus on the unmet needs of the financially disadvantaged and underserved populations. We will take a leadership role in collaborative efforts joining our resources, talent, and commitment with that of other providers, organizations and community members. The Community Benefits Mission Statement was affirmed by the CCHC Community Health Committee and the Board of Trustees in 2000 and remains in effect.

### Target Populations

Name of Target Population	Basis for Selection	
1. Individuals managing or at risk of chronic and/or infectious diseases such as cancer, cardiovascular disease, diabetes, HIV/AIDS, Hepatitis C or dental disease.	Aligned with statewide health priorities and national statistics, residents managing chronic illness are at the greatest risk of declined health and death. Cancer, cardiovascular-related disease, diabetes, infectious diseases and oral health issues are highly represented among residents of Barnstable County as evidenced through a recently completed community health needs assessment. This population is served through a network of health care and social services providers in our region but unmet needs still exist.	
2. Residents facing barriers to access to care due to language, cost, or age, including those who are uninsured or under-insured.	Nearly 93% of residents in Barnstable County have health insurance coverage but significant issues related to access to care still exist. The community health needs assessment identified availability of certain providers, out-of-pocket costs, a lack of knowledge of available services and linguistic challenges.	
3. Community members dealing with mental health issues.	Access to adequate mental health care is an area of concern in Barnstable County, as evidenced by an increase in suicide rates, and the high number of patients presenting with mental health disorders in hospital emergency centers. Populations dealing with mental health issues are served through a network of health care and social service providers in our region but unmet needs including a shortage of available psychiatric providers and challenges navigating available services still exist.	
4. Community members dealing with substance abuse.	The issue of substance use and abuse is a critical issue for the health system and community in Barnstable County. The overall rates of substance abuse admissions are higher in Barnstable County than MA, specifically for alcohol as a primary substance. In addition, treatment admissions for opiates as a primary substance of use grew from 11% in 2007 to 28% in 2011. Although residents with substance abuse issues are served through a network of health care and treatment providers in our region, unmet needs such as availability of detox and treatment options and navigation of services still exist.	
5. Senior population, ages 65 and older.	According to the 2010 U.S. Census, the population of individuals age 65 and older represent over 25% of the year round population in Barnstable County with a significant increase of residents over the age of 85 between 2000 and 2010. Nearly 40% of all households report a resident over the age of 65. High utilization of the health care system, access to care and navigation of resources have been presented as critical issues in our region. This population is served through a network of health care and social service providers but unmet needs still exist.	
6. Youth and young adults, ages 15 to 24 years old.	Young adults and youth, ages 15 – 24 years old, were identified through the community health needs assessment as a specific population at risk due to increasing rates of substance abuse treatment admissions, sexually transmitted diseases and motor vehicle accidents. This population is served through a network of health care and social service providers but unmet needs still exist.	

### Publication of Target Populations

Not Specified, Other- Attorney General Website

## **Hospital/HMO Web Page Publicizing Target Pop.**

<http://www.capecodhealth.org/community>

### **Key Accomplishments of Reporting Year**

In 2014, the Cape Cod Healthcare (CCHC) Community Benefits department continued to build upon successful hospital based programs and community collaborations and launched new initiatives to address the significant health needs and vulnerable populations of Barnstable County.

Hospital-based initiatives focused on the management and prevention of chronic and infectious diseases, addressing behavioral health needs in the acute care environment, improving access to care for uninsured and under-insured residents, and building coalitions and collaborations to address the impact of substance abuse in our community.

Clinical and community-based initiatives were launched to help individuals improve their self-management of chronic diseases such as congestive heart failure and diabetes. Upon discharge from Cape Cod Hospital and Falmouth Hospital, in-home visits by pharmacists and clinical care managers were provided in an effort to support individuals managing chronic disease and their care-givers. Support groups and community outreach and education activities such as health fairs, public access community television and speaking engagements by physicians and clinical educators provided critical information about disease prevention, detection and management to the public.

Grant-funded infectious disease screenings and outreach programs were managed by hospital-based infectious disease staff for the region and recognized for its achievements. Cape Cod Healthcare Infectious Disease Clinical Services received the '2014 Institutional Partner Award' from the Medical Advisory Committee for the Elimination of Tuberculosis. Falmouth Hospital was recognized by the Immunization Action Coalition for achieving one of the highest reported rates in the state for its work to protect newborns from Hepatitis B infection.

Physician leaders, clinicians and community leaders collaborated through coalitions and task forces to address critical issues such the opiate use and abuse crisis, substance abuse during pregnancy and substance exposed newborns, maternal depression, and coordination between mental health providers in our region.

Financial assistance and counseling activities provided guidance to uninsured and under-insured individuals and families seeking help navigating new state and federal insurance plan options. Residents were provided telephone-based access assistance and online physician finder resources to assist in their search for available primary care and specialty providers in Barnstable County.

Financial support and collaboration with the four federally qualified community health centers operating in Barnstable County focused efforts to develop complex care management initiatives and expanding access to behavioral health services. In addition, CCHC continued to support efforts to expand access to health care for vulnerable populations through funding interpreter services for community-based physician offices and sustaining a network of specialty care providers who offered significantly reduced or free care to uninsured and underinsured individuals in Barnstable County.

Over 20 non-profit organizations received support from CCHC through direct grant funding and a competitive RFP grants program open to all community organizations with programs aligned with Community Benefits priorities. New programs were launched through Community Benefits grant support, including a pilot program that integrated substance abuse counselors in an obstetrics and gynecology office, the launch of regional nutrition workshops for seniors, and placement of clinicians in Head Start classrooms to address early-onset of mental health issues. Other programs were sustained or expanded through CCHC's support, including a mentoring program for high-risk youth, an education campaign to prevent Lyme disease and a fish purchasing program to improve the nutritional quality of food distributed at local food pantries.

Community Benefits and hospital staff continued to play leadership roles in health and human service organizations and coalitions across Barnstable County including Cape Cod Community Health Area Network (CHNA 27) Steering Committee, Barnstable County Human Services Advisory Council, Barnstable County Regional Substance Abuse Council, Behavioral Health Provider Coalition of Cape Cod & the Islands and the Substance Abuse in Pregnancy Task Force.

### **Plans for Next Reporting Year**

Annual Community Benefits plans for Cape Cod Hospital, Falmouth Hospital and Cape Cod Healthcare align directly with the priorities, goals and objectives of the three-year Implementation Plan included in the 2014 - 2016 Cape Cod Hospital and Falmouth Hospital Community Health Needs Assessment Report.

An eleven-member Community Health Committee, a subcommittee of the Board of Trustees of Cape Cod Healthcare, provides oversight and input to annual planning and implementation of key initiatives. Community Benefits staff ensures that annual plans, priorities, goals and activities comply with Mass Attorney General (AG) Guidelines, Medicare guidelines and IRS requirements.

Goals for FY2015:

1. Chronic and Infectious Disease: Invest in initiatives, clinical programming, and community education and outreach aimed at the management and prevention of chronic and infectious disease.
2. Access to Care: Improve access to primary and specialty care for Cape Cod's underserved and vulnerable populations through partnerships and support of community health centers, interpreter services, and health care enrollment efforts.
3. Mental Health: Promote education, coordination, and navigation of services targeted at individuals and families facing mental health issues.
4. Substance Abuse: Engage in collaborative efforts to support community-based substance abuse prevention and education efforts.
5. Youth and Senior Health: Support innovative and preventative health initiatives for the community with a specific focus on youth ages 15-24 years old and seniors over the age of 65.
6. Support regional health efforts through direct grant funding and a competitive RFP grants program open to all community organizations with programs aligned with Community Benefits priorities.
7. Maintain and develop community leadership opportunities to improve the health status of the residents of Barnstable County including participation with the Community Health Area Network (CHNA 27) Steering Committee, Behavioral Health Provider Coalition of Cape Cod & the Islands, the Barnstable County Human Services Advisory Council, and the Barnstable County Regional Substance Abuse Council.
8. Engage physicians, nurses and clinical staff throughout CCHC to inform and advise Community Benefits planning and program development.

## **Community Benefits Process**

---

### **Select Community Benefits Process**

#### **Community Benefits Leadership/Team**

Cape Cod Healthcare, Cape Cod Hospital and Falmouth Hospital, along with our affiliates, fulfill the critical role of safety net providers to the residents of Barnstable County and visitors to our region.

The development of Cape Cod Healthcare's strategic initiatives and community collaborations, including the Community Benefits program, is led by Michael K. Lauf, Chief Executive Officer and Theresa M. Ahern, Senior Vice President, Strategy and Governmental Affairs. Management of the program is the responsibility of Lisa Guyon, Director of Community Benefits. The Community Health Committee provides strategic oversight to the Community Benefits program as a designated subcommittee of the Board of Trustees. The Committee is comprised of members who work in public health organizations, community-based organizations, community advocacy groups and county government, as well as two current members of the CCHC Board of Trustees.

The Committee develops and recommends policies to the Cape Cod Healthcare Board of Trustees regarding Community Benefits programs, sets priorities, awards priority grant funding, and advises on community health issues and initiatives.

FY 14 Community Health Committee Members:

Eleanor Claus (Chair)  
CCHC Board Member  
Kinlin Grover Real Estate  
927 Route 6A, Yarmouthport, MA 02675  
508.362.3000 x203  
eclaus@kinlingrover.com  
Representing: CCHC Board of Trustees

Elizabeth Albert  
Barnstable County Human Services  
P.O. Box 427, Barnstable, MA 02630  
508.375.6626  
balbert@barnstablecounty.org  
Representing: Community at large & county departments

Karen Cardeira  
Falmouth Human Services  
65 Town Hall Square, Falmouth, MA 02540  
508.548.0533  
kcardeira@falmouthhumanservices.org  
Representing: Community at large & Upper Cape

Mary Devlin  
Public Health and Wellness Division, Visiting Nurse Association of Cape Cod  
255 Independence Drive, Hyannis, MA 02601  
508.957.7619  
mdevlin@vnacapecod.org  
Representing: Provincetown to Plymouth with emphasis on chronic disease and healthy aging of the senior population

Georgia Carvalho  
Cape Cod Community College  
2240 Iyannough Road, West Barnstable, MA 02668  
508.362.2131 ext. 4492  
gcarvalho@capecod.edu  
Representing: Education and young adults

Karen Gardner  
Community Health Center of Cape Cod  
107 Commercial St., Mashpee, MA 02649  
508.477.7090  
kgardner@chcofcapecod.org  
Representing: Community Health Center Network & Upper Cape

Suzanne Fay Glynn, Esq.  
CCHC Board Member  
Glynn Law Offices  
49 Locust Street, Falmouth, MA 02540  
508.548.8282  
ljarvis@glynnlawoffices.com  
Representing: CCHC Board of Trustees

Carmen Lebron  
Cape Cod Immigrant Center  
624 Osterville West Barnstable Road, Unit E1  
Marstons Mills, MA 02648  
508.428.0517  
clebron@capecod.edu  
Representing: Community at large with focus on immigrant populations, health disparities and emerging health needs

Hadley Luddy  
Big Brother Big Sisters  
1934 Falmouth Road, Centerville, MA 02601  
508-775-5150  
HLuddy@bbbbscci.org  
Representing: Youth and young adults

Brian O'Malley, MD  
30 Shank Painter Road, Provincetown, MA 02657  
508-487-3505  
bomalley@capecodhealth.org  
Representing: Community at large & Outer Cape

Chris Hottle  
Provincetown Council on Aging  
26 Alden Street, Provincetown, MA 02657  
508-487-7080  
chottle@provincetown-ma.gov  
Representing: Senior populations & Outer Cape

Cape Cod Healthcare member:

Theresa M. Ahern  
Senior Vice President, Strategy and Governmental Affairs  
Cape Cod Healthcare  
88 Lewis Bay Road  
Hyannis, MA 02601  
508-862-5077  
tahern@capecodhealth.org

### **Community Benefits Team Meetings**

The Community Health Committee meeting dates for FY 2014 were:

November 19, 2013  
9:00 – 11:00 am

February 20, 2014  
4:00-5:30 pm

June 19, 2014  
4:00-5:30 pm

July 17, 2014  
4:00-5:30 pm

## **Community Partners**

AIDS Support Group of Cape Cod  
American Cancer Society  
Barnstable County Cape Cod Cooperative Extension Services  
Barnstable County Human Services  
Barnstable School System  
Behavioral Health Provider Coalition of Cape Cod & the Islands  
Big Brothers Big Sisters of Cape Cod & the Islands  
Boys and Girls Club of Cape Cod  
Calmer Choice  
Cape and Islands EMS Systems, Inc  
Cape and Islands United Way  
Cape Cod Chamber of Commerce  
Cape Cod Child Development  
Cape Cod Foundation  
Cape Cod Hunger Network  
Children's Cove  
Community Action Committee of Cape Cod & Islands  
Community Development Partnership  
Community Health Center of Cape Cod  
Community Health Network Area 27 Cape Cod & Islands (CHNA 27)  
Duffy Health Center  
Elder Services of Cape Cod & the Islands  
Harbor Community Health Center - Hyannis  
Helping Our Women  
HOPE Health Dementia & Alzheimer's Services  
Gosnold on Cape Cod  
Massachusetts Department of Public Health  
Mothers and Infants Recovery Network  
National Alliance on Mental Illness Cape Cod  
Oral Health Excellence Collaborative  
Outer Cape Health Services  
Parkinson Support Network of Cape Cod  
Sight Loss Services  
Specialty Network for the Uninsured

## **Community Health Needs Assessment**

### **Date Last Assessment Completed and Current Status**

The 2014 - 2016 Cape Cod Hospital and Falmouth Hospital Community Health Needs Assessment Report and Implementation Plan was released and made widely available to the public on September 27th, 2013.

Cape Cod Hospital and Falmouth Hospital followed IRS regulations and MA Attorney General guidelines to conduct the most recent community health needs assessment of populations living in the service area of Barnstable County.

Significant community input was documented and data was collected from national, state, regional and local sources to identify the significant health needs of Barnstable County. Special attention was given to vulnerable populations, statewide priorities were considered and the community assets available to meet needs were identified and assessed. An implementation plan related to the significant health needs of Barnstable County residents was developed with outlined goals, objectives, initiatives, resources and potential collaborators.

The objectives of the community health needs assessment were to gather statistically valid information and accurate comparisons to state and national benchmarks of health and quality of life measures for residents of Barnstable County and to integrate research findings into community benefit and hospital planning activities that address significant community needs and vulnerable populations.

Over 80 community organizations participated in the community health needs assessment through focus groups, key information interviews and community input forums. Data was collected through a household telephone survey of residents of Barnstable County using a survey instrument adapted from the Centers for Disease Control and Prevention's Behavioral Risk Factor Surveillance System.

Primary data collected through community input and the household telephone survey was heavily augmented with secondary data from national, state, and regional sources. The most current Barnstable County health data available was collected, analyzed, synthesized and compared to MA and US data as available. Data collection efforts focused on demographic characteristics, behavioral risk factors associated with health status, disease incidence and prevalence rates, access to care, health status indicators, morbidity/mortality rates and hospital utilization.

The significant health needs identified through data collection and community input were distinguished and prioritized based on the frequency, urgency, scope, severity and magnitude of the identified issues. The significant health needs and associated target and vulnerable populations are the foundation for Community Benefits and hospital planning and program implementation spanning Fiscal Years 2014 – 2016.

Key data sets featured in the community health needs assessment are updated on an ongoing basis. Community Benefits and hospital planning activities will be further defined, updated and evaluated through ongoing and annual program evaluation and identification of emerging trends and needs.

The following sources were utilized in the most recent community health needs assessments:

- Cape Cod Hospital and Falmouth Hospital Utilization Data
- Centers for Disease Control and Prevention: Behavioral Risk Factor Surveillance System (BRFSS), Youth Risk Behavioral Surveillance System (YRBSS), National Center for Health Statistics, National Program of Cancer Registries, CDC Wonder Database, Healthy People 2020
- Falmouth Prevention Partnership Community Profile on Youth Substance Abuse in Falmouth 2009
- Massachusetts Department of Elementary and Secondary Education
- Massachusetts Department of Labor and Workforce Development
- Massachusetts Department of Public Health: Bureau of Substance Abuse Services, MassCHIP (Massachusetts Community Health Information Profile)
- Tri-County Collaborative for Oral Health Excellence
- U.S. Census Bureau: US Census 2000, US Census 2010, American Community Survey
- US Department of Veteran Affairs
- Key Informant Interviews
- Focus groups
- Community forums
- Telephone survey of Barnstable County residents
- County health and human services department and local health agencies

### **Consultants/Other Organizations**

AIDS Support Group of Cape Cod  
American Cancer Society  
Barnstable County Human Rights Commission  
Barnstable County Human Services  
Barnstable County Public Health Nurse  
Barnstable School System  
Big Brothers Big Sisters of Cape Cod and the Islands  
Bourne Council on Aging  
Boys & Girls Club of Cape Cod  
Cape & Islands Emergency Medical Services System  
Cape & Islands United Way  
Cape and Islands Suicide Prevention Coalition  
Cape Cod Center for Women  
Cape Cod Community College  
Cape Cod Council of Churches  
Cape Disability Network  
Cape Cod District Attorney's Office  
Cape Cod Foundation  
Cape Cod Healthcare Diabetes Center  
Cape Cod Healthcare Infectious Disease Services  
Cape Cod Healthcare Regional Cancer Network  
Cape Cod Healthy Families  
Cape Cod Immigrant Center

Cape Cod Justice for Youth Collaborative  
Cape Cod Justice for Youth Board  
Cape Cod Medical Reserve Corps  
Cape Cod Neighborhood Support Coalition  
Cape Cod WIC  
Cape& Islands Gay Straight Youth Alliance  
CCH Patient and Family Advisory Committee  
Champ Homes  
Child and Family Services  
Children's Study Home  
COAST (COA's Serving Together)  
Community Health Center of Cape Cod  
County Network of Cape Cod  
Duffy Health Center  
Elder Services of Cape Cod and the Islands  
Emerald Physicians  
Falmouth Housing Authority  
Falmouth Human Services  
Falmouth Police Department  
Falmouth Prevention Partnership  
Falmouth Service Center  
Freedom from Addiction Network  
Gosnold on Cape Cod  
Health Imperatives  
Health Imperatives - Hyannis Family Planning  
Helping Our Women  
HOPE Dementia and Alzheimer's Services of Cape Cod  
Hope Health  
Hyannis Youth and Community Center  
Kennedy Donovan Center  
Lower Cape Outreach Council  
Lyme Awareness of Cape Cod  
MA Department of Mental Health - Cape Cod  
Mashpee Council on Aging  
Mashpee Housing Authority  
Maternal Depression Task Force  
National Multiple Sclerosis Society  
Oral Health Excellence Collaborative  
Parish Nurse Ministries of Cape Cod  
Provincetown Council on Aging  
Reaching Elders with Additional Community Help (REACH)  
Samaritans on Cape Cod and Islands  
Sandwich Council on Aging  
Sandwich Housing Authority  
Serving the Health Information Needs of Others (SHINE)  
South Bay Mental Health  
Specialty Network for the Uninsured  
St. John's Episcopal Project  
Truro Council on Aging  
Veterans Outreach Council  
Visiting Nurse Association of Cape Cod  
Women and Adolescent Health at Community Health Center of Cape Cod  
YMCA of Cape Cod  
Youth Suicide Prevention Project

**Data Sources**

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys, CHNA

---

**Select Community Benefits Programs**

---



## Community Based Interpreter Services

**Brief Description or Objective** Cape Cod Healthcare Community Benefits provides annual support to improve access to primary and specialty care for individuals that face barriers to care due to language through the Community Based Interpreter Services program. The program dispatches free medical language interpreters to community-based physician practices to assist limited and non-English speaking patients and their families. The availability of proficient and professional interpreter services ensures the delivery of safe quality health care and positive clinical outcomes.

**Program Type** Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**  
**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Increase access to care by providing medical interpretations in community-based primary care and specialty care settings.	Collaboration with health centers and physician offices resulted in 950 language interpretations in FY14. Approximately, 79% of interpretations were for residents speaking Portuguese and 21% for residents speaking Spanish. Program efforts are ongoing.

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Community Health Center of Cape Cod: The Specialty Network for the Uninsured	<a href="http://www.chcofcapecod.org/">http://www.chcofcapecod.org/</a>
Community-Based Medical Offices on Cape Cod	Various
Harbor Community Health Center-Hyannis	<a href="http://www.hhsi.us/capecod/harbor-community-health-center-hyannis/">http://www.hhsi.us/capecod/harbor-community-health-center-hyannis/</a>

**Contact Information** Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description** Not Specified

## Specialty Network for the Uninsured (SNU)

**Brief Description or Objective** Cape Cod Healthcare Community Benefits provides annual grant support to increase access to specialty care for the uninsured and under-insured residents of Barnstable County through the Specialty Network for the Uninsured (SNU). The program is managed in collaboration with local community health centers to provide appointments with specialists who provide free or significantly reduced sliding-scale fees for office visits, procedures and continued care. The program also hosts cardiology, orthopedic and diabetic eye-exam clinics with services provided by volunteer physicians.

**Program Type** Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Health Screening,Outreach to Underserved,Prevention,School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Immunization, Other: Alzheimer Disease, Other: Arthritis, Other: Asthma/Allergies, Other: Cancer, Other: Cardiac Disease, Other: Chronic Pain , Other: Colitis/Crohn Disease, Other: Cultural Competency, Other: Diabetes, Other: Hepatitis, Other: HIV/AIDS, Other: Hypertension, Other: Lyme Disease, Other: Osteoporosis/Menopause, Other: Parkinson's Disease, Other: Pulmonary Disease/Tuberculosis, Other: Stroke, Other: Uninsured/Underinsured, Other: Vision , Overweight and Obesity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Increase access to specialty care for low-income, uninsured and under-insured individuals.

Provide access to specialists for uninsured or under-insured residents who face language barriers to care.

**Goal Status**

The SNU program provided 578 patient appointments with specialists in FY14. Program efforts are ongoing.

Seventy-four percent (74%) of program participants spoke Portuguese, 20% spoke English and 6% spoke Spanish as their primary spoken language.

**Partners****Partner Name, Description****Partner Web Address**

Community Health Center of Cape Cod

<http://www.chcofcapecod.org/>

Harbor Community Health Center- Hyannis

[www.hhsi.us](http://www.hhsi.us)

Duffy Health Center

[www.duffyhealthcenter.org](http://www.duffyhealthcenter.org)

Nantucket Cottage Hospital

[www.nantuckethospital.org](http://www.nantuckethospital.org)

Island Health Care

[www.ihimv.org](http://www.ihimv.org)

Cape Cod Healthcare

[www.capecodhealth.org](http://www.capecodhealth.org)

**Contact Information**

Lisa Guyon, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA, 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**Prescription Assistance Program: Cape Cod Hospital and Falmouth Hospital****Brief Description or Objective**

The Prescription Assistance Program is an initiative of Cape Cod Hospital and Falmouth Hospital emergency, behavioral health and pharmacy departments as a Community Benefit to help uninsured, under-insured and financially disadvantaged patients who have no other viable means to pay for medications upon discharge from hospital facilities.

**Program Type**

Direct Services, Grant/Donation/Foundation/Scholarship, Health Coverage Subsidies or Enrollment, Outreach to Underserved

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Assist residents who are unable to afford medications to ensure compliance with their hospital discharge plans.

**Goal Status**

Cape Cod Hospital and Falmouth Hospital emergency and behavioral health departments provided prescription assistance totaling \$22,300 for uninsured, underinsured or financially challenged patients. Program efforts are ongoing.

**Partners****Partner Name, Description Partner Web Address**

Local Pharmacies n/a

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601 Phone: 508-862-7896, lguyon@capecodhealth.org

**Detailed Description**

Not Specified

**Transportation Assistance Program: Cape Cod Hospital and Falmouth Hospital****Brief Description or Objective**

In an effort to assist low-income and vulnerable populations, Cape Cod Hospital and Falmouth Hospital provide transportation upon discharge from emergency and behavioral health departments, to those patients without resources for transportation.

**Program Type**

Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Outreach to Underserved

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Other: Safety, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Assist residents who are unable to afford or access transportation to ensure compliance with their discharge plan.

**Goal Status**

Cape Cod Hospital and Falmouth Hospital emergency and behavioral health departments provided taxi vouchers totaling \$34,000 for financially disadvantaged patients upon discharge. Program efforts are ongoing.

**Partners****Partner Name, Description Partner Web Address**

Local Taxi Companies n/a

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA, 02601 Phone: 508-862-7896, lguyon@capecodhealth.org

**Detailed Description**

Not Specified

**Health Insurance Enrollment Services: Community Action Committee of Cape Cod and the Islands****Brief Description or Objective**

In FY14, Cape Cod Healthcare Community Benefits provided a grant to support health insurance enrollment and re-enrollment services at Community Action Committee of Cape Cod and the Islands, a community based organization that provides assistance in the navigation of health insurance options for residents of Barnstable County. Services include bi-lingual health care enrollment and re-enrollment services, linkages to primary care providers, consumer

education workshops and counseling and outreach to low-income and immigrant residents.

**Program Type**

Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Health Coverage Subsidies or Enrollment, Outreach to Underserved, Prevention, School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Other: Cultural Competency, Other: Education/Learning Issues, Other: Elder Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All , Portuguese , Spanish

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Assist individuals with access to health insurance and enrollment/re-enrollment services and education.

Provide "Access to Care" consumer education sessions to those served.

Link newly insured individuals and families to primary care providers.

**Goal Status**

Assisted 2,566 individuals with health insurance enrollment and re-enrollment services and education in Barnstable County.

Over 685 individuals received one on one counseling/education or attended consumer education workshops.

Approximately 683 individuals receiving enrollment services were linked to primary care providers.

**Partners****Partner Name, Description****Partner Web Address**

Barnstable High School	<a href="http://www.barnstable.k12.ma.us/bhs/">www.barnstable.k12.ma.us/bhs/</a>
Falmouth Service Center	<a href="http://www.falmouthservicecenter.org/">www.falmouthservicecenter.org/</a>
Health Imperatives - Cape Cod WIC	<a href="http://www.healthimperatives.org">www.healthimperatives.org</a>
Community Action Committee of Cape Cod & Islands	<a href="http://www.cacci.cc">www.cacci.cc</a>
A Baby Center	<a href="http://www.ababycenter.org">www.ababycenter.org</a>
Duffy Health Center	<a href="http://www.duffyhealthcenter.org">www.duffyhealthcenter.org</a>
Harbor Community Health Center-Hyannis	<a href="http://www.hhsi.us/capecod">www.hhsi.us/capecod</a>
MassHealth Training Forums	<a href="http://www.masshealthmtf.org">www.masshealthmtf.org</a>
Career Opportunities Center	<a href="http://www.capejobs.com">www.capejobs.com</a>

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**Supporting Behavioral Health Services for Homeless and At Risk Adults at the Duffy Health Center****Brief Description or Objective**

The Duffy Health Center provides primary care and behavioral health care to homeless adults and those at-risk for homelessness in Barnstable County. In FY14, Community Benefits funding from Cape Cod Healthcare supported the Duffy Health Centers behavioral health services including therapy, psychiatry and case management support of patients who are frequent consumers of emergency services in the community.

<b>Program Type</b>	Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Health Screening,Outreach to Underserved,Prevention,School/Health Center Partnership
---------------------	---

<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Barnstable</li> <li>• <b>Health Indicator:</b> Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Elder Care, Other: Homelessness, Other: Stress Management, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All Adults</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>
--------------------------	---

<b>Goals</b>	<b>Statewide Priority:</b> Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
--------------	---

Goal Description	Goal Status
Duffy Health Center will provide behavioral health services to 1,200 patients.	Behavioral health services were provided to 1,820 individuals through 9,024 visits.
Duffy Health Center will provide psychiatric services, primarily medication prescribing and monitoring, to approximately 300 patients.	Psychiatric services, including medication prescribing and monitoring, were provided to 411 individuals through 1,894 visits.
All (100%) new Duffy Health Center patients will be screened for behavioral health needs.	All new Duffy Health Center patients were screened for behavioral health needs using the PHQ-9 tool to detect depression and anxiety. Any patients meeting a particular scoring threshold of the screening tool were provided behavioral health services.

## Partners

Partner Name, Description	Partner Web Address
Veterans Affairs	various
The Duffy Health Center	<a href="http://www.duffyhealthcenter.org">www.duffyhealthcenter.org</a>
Housing Assistance Corporation	<a href="http://www.haconcapecod.org">www.haconcapecod.org</a>
Cape Cod Community College	<a href="http://www.capecod.edu">www.capecod.edu</a>

<b>Contact Information</b>	Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, <a href="mailto:lguyon@capecodhealth.org">lguyon@capecodhealth.org</a>
----------------------------	--

<b>Detailed Description</b>	Not Specified
-----------------------------	---------------

## Support Groups and Classes at Cape Cod Hospital and Falmouth Hospital

<b>Brief Description or Objective</b>	Support groups for bereavement and cancer survivorship, and classes and counseling focused on breastfeeding, fatherhood and holistic services to complement traditional medical care are conducted on a regular basis and open to all members of the community. Classes are hosted at hospitals and in the community to provide access for all populations. Information and resources are available to individuals, families and friends and many include in-person meetings and contacts to offer support and reassurance through their specific disease/health care situation.
---------------------------------------	--

<b>Program Type</b>	Community Education,Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Outreach to Underserved,Support Group
---------------------	--

<b>Target Population</b>	• <b>Regions Served:</b> County-Barnstable
--------------------------	--

- **Health Indicator:** Other: Arthritis, Other: Bereavement, Other: Cancer, Other: Child Care, Other: Chronic Pain , Other: Diabetes, Other: Hospice, Other: Hypertension, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Stress Management
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

### Goal Description

Provide support groups for individuals, families and caregivers on a continuum of issues including cancer survivorship, prenatal/new parents, bereavement and chronic disease self management.

### Goal Status

In FY14, over 2,800 hours of support groups and classes were offered and facilitated for individuals and families. Program efforts are ongoing.

## Partners

### Partner Name, Description

Visiting Nurses Association  
American Cancer Society  
YMCA Cape Cod

### Partner Web Address

<http://www.vncapecod.org>  
[www.cancer.org](http://www.cancer.org)  
<http://ymcacapecod.org/>

### Contact Information

Lisa Guyon, Director of Community Benefits, 88 Lewis Bay Road, Hyannis, MA 02601, phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

### Detailed Description

Not Specified

## Workforce Development Initiatives

### Brief Description or Objective

Cape Cod Healthcare recognizes the importance of workforce development and supports the opportunity for students from high school through graduate school to have a positive and professional experience through internships, job shadowing and training with health care providers in several hospital departments. By training and mentoring students for future employment, we hope to successfully engage individuals so they select health care as a viable and admirable vocation, thus decreasing the potential risk for predicted future shortages in the workplace.

### Program Type

Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,Mentorship/Career Training/Internship,Outreach to Underserved,School/Health Center Partnership

### Target Population

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

### Goal Description

Increase access to services through workforce development partnerships.

### Goal Status

In FY14, over 10,800 hours of workforce development efforts took place including student training, mentoring and job shadowing. Program efforts are ongoing in FY15.

## Partners

Partner Name, Description	Partner Web Address
Cape Cod Community College	<a href="http://www.capecod.edu/">www.capecod.edu/</a>
Upper Cape Regional Technical School	<a href="http://www.uppercapetech.com/">www.uppercapetech.com/</a>
Cape Cod Regional Technical High School	<a href="http://www.capetech.us/">http://www.capetech.us/</a>
MA College of Pharmacy and Health Sciences	<a href="http://www.mcphs.edu">www.mcphs.edu</a>
UMass Dartmouth	<a href="http://www.umassd.edu">www.umassd.edu</a>
Boston College	<a href="http://www.bc.edu">www.bc.edu</a>
Barnstable High School	<a href="http://www.barnstable.k12.ma.us">www.barnstable.k12.ma.us</a>
Endicott College	<a href="http://www.endicott.edu">www.endicott.edu</a>
Quincy College	<a href="http://www.quincycollege.edu">www.quincycollege.edu</a>
Bristol Community College	<a href="http://www.bristol.mass.edu">www.bristol.mass.edu</a>

### Contact Information

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

### Detailed Description

Not Specified

## Helping Hands: In-Home Clinical Support for High-Risk Patients

### Brief Description or Objective

This program offers clinical nurse case management and medication review by a pharmacist in the home for high-risk individuals with a chronic disease, complex medication regimen, or when high risk of falls has been identified. Patients and their caregivers are provided coaching on self-management of their chronic disease, medication management and evaluation for fall risk and home safety.

### Program Type

Direct Services, Outreach to Underserved, Prevention

### Target Population

- **Regions Served:** County-Barnstable
- **Health Indicator:** Injury and Violence, Other: Cancer, Other: Chronic Pain , Other: Diabetes, Other: Elder Care, Other: Homebound, Other: Hypertension, Other: Nutrition, Other: Parkinson's Disease, Other: Pulmonary Disease/Tuberculosis, Other: Safety - Home
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

### Goal Description

Provide high-risk individuals with in-home medication management, chronic disease education, clinical care coordination and caregiver support.

### Goal Status

In FY14, 745 individuals received free services to improve their health status through the program. Program efforts are ongoing.

## Partners

Partner Name, Description	Partner Web Address
Elder Services of Cape Cod and the Islands	<a href="http://www.escci.org/">www.escci.org/</a>
Physician Offices across Cape Cod	
Skilled Nursing Facilities - various	
Visiting Nurse Association of	<a href="http://www.vnacapecod.org/">www.vnacapecod.org/</a>

Cape Cod

**Contact Information** Lisa Guyon, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA, 02601 Phone: 508-862-7896, lguyon@capecodhealth.org

**Detailed Description** Not Specified

### One to One Mentoring for High-Risk Youth: Big Brothers Big Sisters of Cape Cod & the Islands

**Brief Description or Objective** In an effort to reduce the risk factors and increase the resiliency factors for youth at an elevated risk of substance use and abuse, Cape Cod Healthcare Community Benefits provided a grant to Big Brothers Big Sisters of Cape Cod & the Islands to expand mentoring opportunities on Cape Cod. Big Brothers Big Sisters focused specifically on recruiting children for mentoring who met a minimum of three of the following risk factors associated with childhood drug/alcohol abuse: low-income household, single-parent household, alcohol or drug abuse in the household, low self-esteem/minimal confidence and/or isolation from peers/few close friends.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Outreach to Underserved, School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Safety, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** Adult-Young, Child-Preteen, Child-Primary School
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
Recruit and match children at elevated risk for substance use and abuse.	In FY14, 75 new match relationships were created with 56% of matches made for youth with elevated risks for substance use and abuse.
Recruit a diverse group of children representing different genders, ethnic representation and geographic locations in Barnstable County.	Approximately 60% of children recruited were male and 40% were female, 53% were Caucasian, 24% multi-racial, 17% African-American and 6% identified as Hispanic, Asian or other race.

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Big Brothers Big Sisters Cape Cod & the Islands	<a href="http://www.bbbsmb.org/site/c.9gKMJZMxF7LUG/b.8485091/k.84FA/About_Mentoring_on_Cape_Cod.htm">http://www.bbbsmb.org/site/c.9gKMJZMxF7LUG/b.8485091/k.84FA/About_Mentoring_on_Cape_Cod.htm</a>

**Contact Information** Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA, 02601, Phone: 508-862-7896, lguyon@capecodhealth.org

**Detailed Description** Not Specified

### SMILE: Oral Health Excellence Collaborative

**Brief Description or Objective** Cape Cod Healthcare Community Benefits provided grant support to the Oral Health Excellence Collaborative (OHEC) for efforts to educate low-income seniors about their oral health, hygiene routines and dental care resources. Program activities included placing volunteer oral health educators at each of the 15 Council on Aging offices across Cape Cod, providing one on



one oral health surveys and education sessions with seniors, and removing barriers to dental care through strengthening education, information, coordination and referral between residents and oral health providers.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Health Professional/Staff Training,Health Screening,Outreach to Underserved,Prevention,School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Other: Dental Health, Other: Elder Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** Adult-Elder, All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Recruit, train and secure SMILE Counselors in each Council on Aging on Cape Cod.

**Goal Status**

Volunteer SMILE Counselors were trained, mentored and placed in each of the 15 Council on Aging offices across Cape Cod. Volunteers include retirees, dental hygienists, health care professionals and health educators.

Improve the oral hygiene routines of seniors through one on one counseling sessions with SMILE Counselors. Facilitate access to dental care and follow-up services for seniors with untreated dental disease.

Over 203 low-income residents ages 65+ received one on one dental hygiene counseling from a SMILE Counselor. Seventy-five (75) seniors were linked to dental care through SMILE Counselors.

**Partners****Partner Name, Description****Partner Web Address**

Oral Health Excellence Collaborative	<a href="http://www.oralhealthexcellence.net">www.oralhealthexcellence.net</a>
Cape Cod District Dental Society	<a href="http://www.massdental.org/capecod">www.massdental.org/capecod</a>
Councils on Aging Serving Together (COAST)	<a href="http://www.capecoast.tumblr.com">www.capecoast.tumblr.com</a>
Serving Health Information Needs of Elders	<a href="http://www.capecodseniors.org">www.capecodseniors.org</a>
Elder Services of Cape Cod	<a href="http://www.escci.org">www.escci.org</a>

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

### Supporting Adolescent Health and Chronic Disease Management Initiatives at Harbor Community Health Center - Hyannis

**Brief Description or Objective**

Cape Cod Healthcare Community Benefits provided a grant to Harbor Community Health Center-Hyannis (HCHC-H) to improve adolescent health education outreach and chronic disease management of patients. HCHC-H offered underage drinking and substance use/abuse prevention services to at-risk minority youth and risk reduction counseling related to the transmission of sexually transmitted diseases. In addition, the grant supported the efforts of

HCHC-H to improve the care coordination of high-risk patients with diabetes, hypertension and pediatric asthma.

### Program Type

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Health Screening,Outreach to Underserved,Prevention,School/Health Center Partnership

### Target Population

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Asthma/Allergies, Other: Cultural Competency, Other: Diabetes, Other: Drunk Driving, Other: Hepatitis, Other: HIV/AIDS, Other: Hypertension, Other: Language/Literacy, Other: Pregnancy, Other: Public Safety, Other: Safety, Other: Sexually Transmitted Diseases, Other: Smoking/Tobacco, Other: Stress Management, Other: Stroke, Other: Uninsured/Underinsured, Responsible Sexual Behavior, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** Adult, Adult-Young, All Adults, Child-Preteen, Child-Teen
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

### Goal Description

Reach 200 youth through mobile outreach and health education initiatives.

### Goal Status

HCHC-H served 541 youth under the age of 19 years during the grant period. In addition to community education initiatives, HCHC-H launched a walk-in HIV and Hepatitis C virus testing and counseling site for adolescents.

Develop chronic disease high-risk registries to identify and monitor patients in need of increased care coordination.

HCHC-H developed a diabetes registry with 130 patients and a hypertension registry with 217 patients identified for monitoring by staff nurses. A 'top priority' registry of 43 patients was developed to manage the care of HCHC-H's most complex patients.

### Partners

#### Partner Name, Description Partner Web Address

Harbor Community Health Center - Hyannis [www.hhsi.us](http://www.hhsi.us)

### Contact Information

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

### Detailed Description

Not Specified

### Supporting Access to Care and Chronic Disease Management Initiatives at the Community Health Center of Cape Cod

#### Brief Description or Objective

Cape Cod Healthcare provided Community Benefits funding to the Community Health Center of Cape Cod (CHCCC) to support efforts to assess barriers to care such as transportation, medication assistance, insurance status and literacy for new patients and to expand screening and care coordination for high risk patients with chronic disease or behavioral health needs.

#### Program Type

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Screening,Outreach to Underserved,Prevention,School/Health Center Partnership

#### Target Population

- **Regions Served:** County-Barnstable

**Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Asthma/Allergies, Other: Cancer, Other: Cardiac Disease, Other: Chronic Pain , Other: Cultural Competency, Other: Dental Health, Other: Diabetes, Other: Homelessness, Other: Hypertension, Other: Nutrition, Other: Safety, Other: Smoking/Tobacco, Other: Stress Management, Other: Stroke, Other: Uninsured/Underinsured, Other: Vision , Substance Abuse

- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

### Goal Description

Assess barriers to care and provide orientation which includes an overview of the principles of patient centered medical home models and accessing care after normal business hours for all new health center patients.

Expand screenings and treatment for chronic conditions of depression, diabetes and hypertension.

### Goal Status

CHCCC conducted barrier to care assessments, including assessment of income status, language, insurance status, housing status, transportation needs, and prescription assistance for 100% of the current and new patients registered.

Over 5,000 patients were screened for depression, anxiety, substance abuse and suicidal ideation. CHCCC achieved nearly 90% of required preventative testing for diabetes and nearly 100% of patients received blood pressure screenings.

## Partners

### Partner Name, Description

### Partner Web Address

Falmouth Service Center	<a href="http://www.falmouthhumanservices.org">www.falmouthhumanservices.org</a>
Barnstable County Sheriffs Department	<a href="http://www.bsheriff.net">www.bsheriff.net</a>
Various school systems	n/a
Community Health Center of Cape Cod	<a href="http://www.chcofcapecod.org/">http://www.chcofcapecod.org/</a>
Sandwich Senior Center	<a href="http://www.sandwichmass.org">http://www.sandwichmass.org</a>
Community Action Committee of Cape Cod & the Islands	<a href="http://www.cacci.cc/">www.cacci.cc/</a>

### Contact Information

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

### Detailed Description

Not Specified

## Supporting Complex Care Management at Outer Cape Health Services

### Brief Description or Objective

In FY14, Cape Cod Healthcare Community Benefits provided grant support to Outer Cape Health Services for the development of complex care management services for high-risk patients on the Lower and Outer Cape.

### Program Type

Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Health Coverage Subsidies or Enrollment, Health Screening, Outreach to Underserved, Prevention, School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Cancer, Other: Cardiac Disease, Other: Dental Health, Other: Diabetes, Other: Elder Care, Other: Hepatitis, Other: HIV/AIDS, Other: Homebound, Other: Hospice, Other: Hypertension, Other: Parkinson's Disease, Other: Pulmonary Disease/Tuberculosis, Other: Safety, Other: Stress Management, Other: Uninsured/Underinsured, Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Define and identify a high-risk population of patients to benefit from intensive case management including in-home visits.

Develop a multi-disciplinary team to manage patients enrolled in complex case management services.

Expand services and program utilization throughout the grant cycle.

**Goal Status**

In FY14, 215 patients were identified and enrolled in complex case management services including in-home visits. The majority of patients enrolled in the services are managing diseases such as diabetes, heart disease and COPD.

Two Nurse Practitioners and a nurse case manager comprised the initial complex case management team. In FY15, a behavioral health provider will be added. All members of the team work in coordination with the primary care team.

The in-home case management program was expanded from 2 to 4 days per week during the duration of the grant. The program outcomes and volumes will be analyzed by an outside program evaluator for future expansion strategies.

**Partners****Partner Name, Description Partner Web Address**

Outer Cape Health Services [www.outercape.org](http://www.outercape.org)

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**Medical Transportation for the Chronically Ill from the Outer Cape: Helping Our Women****Brief Description or Objective**

In an effort to reduce barriers to health care for residents from the most geographically isolated region, the Outer Cape, CCHC Community Benefits provided a grant in FY14 to Helping Our Women. Helping Our Women provides safe, reliable and free transportation to medical, diagnostic testing and follow-up appointments for women with chronic, life threatening or disabling conditions who reside from Eastham to Provincetown.

**Program Type**

Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Health Coverage Subsidies or Enrollment, Outreach to Underserved

**Target Population**

- **Regions Served:** Eastham, Provincetown, Truro, Wellfleet
- **Health Indicator:** Access to Health Care, Other: Cancer, Other: Cardiac Disease, Other: Diabetes, Other: Elder Care, Other: Safety - Auto/Passenger, Other: Stroke
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Provide transportation to medical appointments to residents from Eastham to Provincetown.

Establish and maintain relationships with other regional transportation organizations to develop a transportation safety net for residents to access health care.

**Goal Status**

In FY14, 272 units of transportation were provided for 199 individuals from the Outer Cape. Clients from the following towns were assisted: Provincetown (115), Wellfleet (47), Truro (22), and Eastham (15).

Relationships established or maintained with Cape Cod Regional Transportation Authority, Cape Air, and community-based volunteer transportation organizations.

**Partners****Partner Name, Description****Partner Web Address**

Provincetown Council on Aging	<a href="http://www.provincetown-ma.gov">www.provincetown-ma.gov</a>
Eastham Council on Aging	<a href="http://www.eastham-ma.gov">www.eastham-ma.gov</a>
Truro Council on Aging	<a href="http://www.truro-ma.gov/council-on-aging">www.truro-ma.gov/council-on-aging</a>
Wellfleet Council on Aging	<a href="http://www.wellfleetma.org">www.wellfleetma.org</a>
Cape Cod Regional Transit Authority	<a href="http://www.capecodtransit.org">www.capecodtransit.org</a>

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**School Based Early Intervention and Prevention Program: Gosnold****Brief Description or Objective**

In an effort to address substance use and abuse by youth and young adults, Cape Cod Healthcare Community Benefits provided a FY14 grant to Gosnold on Cape Cod to pilot early intervention and prevention services in a high school setting. The model, developed by Gosnold on Cape Cod, provided onsite access to counseling services, identified and provided clinical intervention with students whose lives are negatively impacted by substance abuse and encouraged and supported the 'clean and sober' students in the school to help build a culture to foster healthy behaviors amongst peers.

**Program Type**

Community Education, Grant/Donation/Foundation/Scholarship, Health Screening, Outreach to Underserved, Prevention, School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Safety, Other: Stress Management, Other: Uninsured/Underinsured, Substance Abuse
- **Sex:** All
- **Age Group:** Adult-Young, Child-Preteen, Child-Teen
- **Ethnic Group:** All

Language: All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Provide onsite counseling to support, assess and provide clinical counseling for students identified as abusing substances or at risk for abusing substances.

Provide onsite counseling to support, assess and provide clinical counseling for students identified as abusing substances or at risk for abusing substances.

Establish a chapter of Project Purple at the school in an effort to build a culture of sobriety and prevention of alcohol and drug use.

**Goal Status**

Thirty students were referred to the Gosnold clinician during the school year. Of those students, twenty continued to receive ongoing counseling and attended multiple individual sessions.

Forty percent of the thirty students served were in the 11th grade with an equal gender mix. Sixty percent of the students were referred by a guidance counselor and thirteen percent of the students were self-referred.

The Gosnold clinician and school adjustment counselor established a Project Purple chapter at the school and 120 students joined the chapter in the first year.

**Partners****Partner Name, Description****Partner Web Address**

Gosnold on Cape Cod

[www.gosnold.org](http://www.gosnold.org)

Cape Cod Regional Technical High School

[www.capetech.us](http://www.capetech.us)

Project Purple

[www.goprojectpurple.com](http://www.goprojectpurple.com)**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**Evidence-Based Programs for Seniors: Elder Services of Cape Cod & the Islands****Brief Description or Objective**

Cape Cod Healthcare Community Benefits supported the efforts of Elder Services of Cape Cod & the Islands to offer two evidence-based programs to residents of Barnstable County: Health Eating for Successful Living and Powerful Tools for Caregivers. These programs supports elders ages 60+ in the self management of their nutritional health and to provide caregivers the tools for self-care and caregiving.

**Program Type**

Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Outreach to Underserved, Prevention

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Mental Health, Other: Alzheimer Disease, Other: Cancer, Other: Elder Care, Other: Homebound, Other: Hospice, Other: Hypertension, Other: Nutrition, Other: Parkinson's Disease, Other: Safety, Other: Safety - Home, Other: Stress Management
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Thirty individuals will participate in the Health Eating for Successful Living program at one of the three program sites located in the Mid-Cape, Lower Cape and Upper Cape regions.

Thirty individuals will participate in the Powerful Tools for Caregivers program at one of the three program sites located in the Mid-Cape, Lower Cape and Upper Cape regions.

**Goal Status**

Fourteen individuals participated in 2 programs offered on the Mid and Upper Cape. Program goals were assessed and met according to participant survey data.

Thirty individuals participated in three programs offered on the Mid-Cape, Lower Cape and Upper Cape. Program goals were assessed and met or surpassed expectations according to survey results.

**Partners****Partner Name, Description Partner Web Address**

Elder Services of Cape Cod & the Islands [www.escci.org](http://www.escci.org)

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601. Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**Triple Aim of Healthy Physical, Mental and Emotional Behaviors in Youth: The Boys and Girls Club of Cape Cod****Brief Description or Objective**

In an effort to increase local programs that emphasize good health behavior in youth, Cape Cod Healthcare Community Benefits provided a grant to support the Triple Aim program at the Boys and Girls Club of Cape Cod. Triple Aim is a health and fitness program that includes strategies that emphasize healthy eating and exercise as well as preventing alcohol and drug use. Youth, ages 6 -18 years old, engaged in healthy eating and cooking classes, fitness challenges, organized sports leagues, and SMART MOVES, a drug and alcohol resistance program.

**Program Type**

Direct Services, Grant/Donation/Foundation/Scholarship, Outreach to Underserved, Prevention

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Nutrition, Other: Safety, Other: Safety - Sports, Physical Activity
- **Sex:** All
- **Age Group:** Adult-Young, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

Serve approximately 170 youth per day and approximately 840 youth per year.

Over 100 youth will participate in the SMART Moves drug and alcohol resistance program.

Use of drugs and alcohol by Cape Boys and Girls Club members will be compared to national statistics via the Youth at Risk Survey.

**Goal Status**

During the grant cycle, approximately 838 youth were served with an average of 136 youth in attendance daily.

Fifty-nine youth took part in formal SMART Moves program activities with all club members exposed to activities throughout the year.

Survey results indicate a higher rate of substance use amongst Cape-based members compared to national statistics. Seventy-four

	percent of Cape club members abstained from using marijuana compared to 91% national abstention rates.
Over 90 youth will participate in the Healthy Habits education and cooking program.	One hundred and twenty one youth participated in the Health Habits program.
Healthy food consumption of Cape club members will be measured via the Youth at Risk Survey.	Forty-eight percent of Cape-based club members self-reported that they consumed 3 or more dairy products per day compared to 39% nationwide. Also only 36% of members are eating more than 3 vegetables per day compared to national norm of 39%.
Over 200 youth will participate in daily fitness activities.	One hundred and eighty-seven youth participated in daily fitness challenges during the school year and 198 participated during the summer.
Physical activity levels of Cape club members will be measured via the Youth at Risk Survey.	Seventy percent of Cape club members self reported that they were physically active 5+ days per week, as compared to a national average of 63%.
Approximately 270 youth will participate in organized sports league activities.	Two-hundred and seventy-six youth participated in organized sports league activities including basketball leagues and flag football leagues.

## Partners

Partner Name, Description	Partner Web Address
Boys and Girls Club of Cape Cod	<a href="http://www.boysgirlsclubcapecod.org">http://www.boysgirlsclubcapecod.org</a>

**Contact Information** Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601. Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description** Not Specified

## Mental Health Consultation for Children in Distress: Cape Cod Child Development

**Brief Description or Objective** Cape Cod Healthcare Community Benefits provided a grant to Cape Cod Child Development to support a 5-month pilot program to integrate and adopt an Early Childhood Mental Health Consultation model into the agency's preschool and Head Start programs.

**Program Type** Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Health Screening, Outreach to Underserved, Prevention, School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Mental Health, Other: Child Care, Other: Cultural Competency, Other: Education/Learning Issues, Other: Parenting Skills, Other: Safety - Home, Other: Stress Management
- **Sex:** All
- **Age Group:** All Children, Child-Primary School
- **Ethnic Group:** All
- **Language:** All



**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Identify specific children experiencing significant behavioral health issues and provide individual treatment plans that include teachers and family members.

Provide classroom consultation and strengthen skill sets of teachers to address behavioral health issues of young students.

**Goal Status**

The mental health consultant worked with 33 children. Twelve of the children met school readiness goals through the help of teachers, therapists and family members who collectively worked to address aggression, anxiety, and engagement of the child.

All Head Start classroom students (ages 3-5) were observed and all teachers were provided consultation and training in implementing frameworks, skills and concepts to support positive learning and trauma-informed care environments.

**Partners****Partner Name, Description** **Partner Web Address**

Cape Cod Child Development [www.cccdp.org](http://www.cccdp.org)

**Contact Information**

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA 02601. Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

**Detailed Description**

Not Specified

**Support of CHNA 27 and Community-Based Agencies: Determination of Need****Brief Description or Objective**

Total funding of \$401,000 has been designated to address issues that eliminate health disparities, promote wellness, and prevent/manage chronic disease for individuals who are elderly and or persons with disabilities. This population was identified through a community health needs assessment by Cape Cod Healthcare and endorsed by the Community Health Network Area27 (Cape Cod and the Islands). This program was specified as a part of the Determination of Need requirement for the Clark Cancer Center development and licensure.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Health Professional/Staff Training,Health Screening,Outreach to Underserved,Prevention,School/Health Center Partnership,Support Group

**Target Population**

- **Regions Served:** County-Barnstable
- **Health Indicator:** Access to Health Care, Other: Elder Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**Goal Description**

Issue an RFP supporting collaborative, measurable and evidence-based regional programs for seniors and/or disabled individuals that

**Goal Status**

Grant awards were made in 2014 to four organizations which met RFP criteria. The grant awards ranged from \$15,000 to \$25,000 and

provide an impact on the most urgent needs of the identified target population.

totaled \$70,000. The Cape Cod Foundation managed the grant review and selection process.

Expand community capacity building and program support for Community Health Network Area 27.

Determination of Need funds supported a CHNA 27 part-time coordinator and grants manager to add capacity and process to ongoing efforts.

## Partners

### Partner Name, Description

### Partner Web Address

CHNA 27 [www.bchumanservices.net/community-health-network-area-chna/](http://www.bchumanservices.net/community-health-network-area-chna/)

Cape Cod Foundation [www.capecodfoundation.org](http://www.capecodfoundation.org)

### Contact Information

Lisa Guyon, Director of Community Benefits, Cape Cod Healthcare, 88 Lewis Bay Road, Hyannis, MA, 02601, Phone: 508-862-7896, [lguyon@capecodhealth.org](mailto:lguyon@capecodhealth.org)

### Detailed Description

Not Specified

## Expenditures

Program Type	Estimated Total Expenditures for FY2014	Approved Program Budget for 2014
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$13,948,743 <a href="#">Associated Expenses</a> \$0 <a href="#">Determination of Need Expenditures</a> \$80,200 <a href="#">Employee Volunteerism</a> \$56,366 <a href="#">Other Leveraged Resources</a> \$1,201,795	\$18,000,000  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$4,449,265 <a href="#">HSN Denied Claims</a> Not Specified <a href="#">Free/Discount Care</a> \$1,986,622 <a href="#">Total Net Charity Care</a> \$6,435,887	
<a href="#">Corporate Sponsorships</a>	\$486,730	
	<b>Total Expenditures</b> \$22,209,721	
<b>Total Patient Care-Related Expenses for FY2014</b>		\$541,602,645
<b>Comments:</b> None		

## Optional Information

Expenditures	Amount
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> Not Specified <a href="#">Associated Expenses</a> Not Specified

	<a href="#">Determination of Need Expenditures</a>	Not Specified	
	<a href="#">Employee Volunteerism</a>	Not Specified	
	<a href="#">Other Leveraged Resources</a>	Not Specified	
<b>Total Community Service Programs</b>		Not Specified	
<b>Bad Debt:</b>		Not Specified	Not Specified
<b>IRS 990:</b>		Not Specified	